

# myAccount

## User Manual

This document was last updated April 2024

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This document should be read in conjunction with the following Tax and Duty Manual:

[Part 37-00-07b](#) Personal Public Service Number - PPSN .

## Table of Contents

1. Introduction .....	2
3. Issue of Temporary Passwords.....	2
3.1 Temporary Password Correspondence .....	2
5. Accessing myAccount.....	4
5.1 Two-Factor Authentication (2FA) .....	5
5.4 Timeout and Pop-up warning message .....	9
6. Accessing myAccount using MyGovID.....	10
8. Contact Details .....	10

## 1. Introduction

The purpose of this manual is to provide information on Revenue’s myAccount service, which is not available elsewhere on the Revenue website.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 3. Issue of Temporary Passwords

Where the information provided by the customer is verified a temporary password will issue by text, email, or post as appropriate. Registrations finalised by the Revenue Matching Unit (RMU) will issue by post.

Temporary passwords issued by text or email are valid for one hour from the time sent.

Temporary passwords issued by letter are valid for

- 21 days for addresses within the EU and
- 28 days for all non-EU addresses.

Where customers sign in to myAccount for the first time using their temporary password, they will have to create a new password. This password must be a minimum of 6 characters and a maximum of 100 characters.

### 3.1 Temporary Password Correspondence

Temporary Password SMS (English)  
 Registration:  
 Your temporary password for myAccount is XXXXXX.  
 It will remain valid for 1 hour.

From the myAccount Team

Figure 1: Sample text (SMS) message

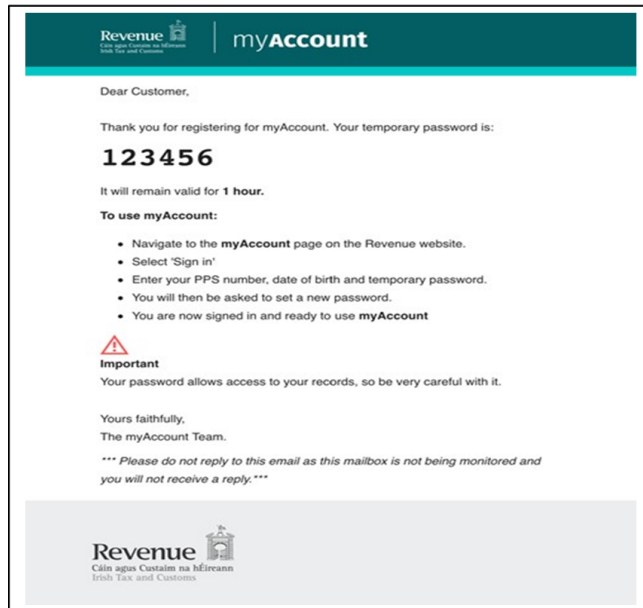


Figure 2: Sample email

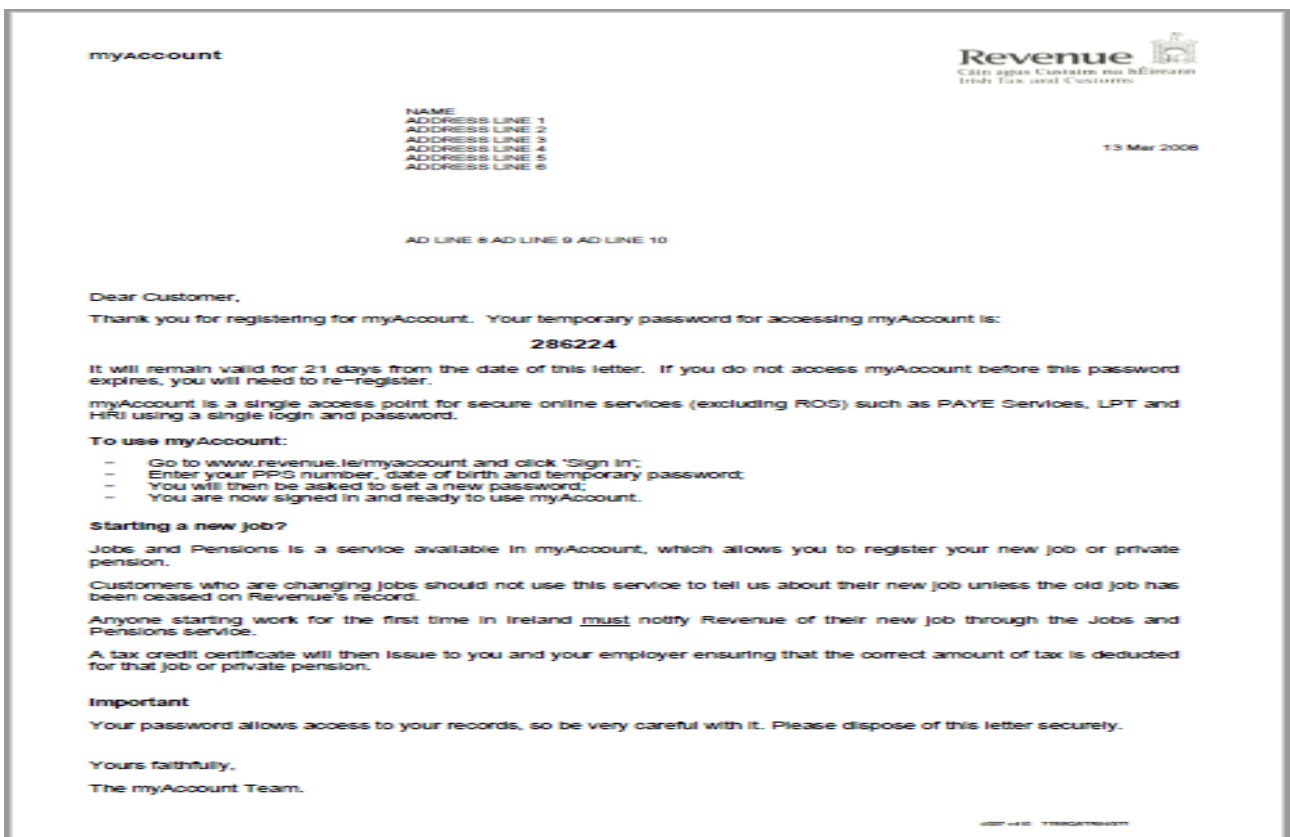


Figure 3: Sample letter

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[...]

## 5. Accessing myAccount

myAccount is accessed from the sign in / registration page which contains a number of security features. Customers are obliged to provide their PPS Number, date of birth and password. The sign in / registration page includes a warning to customers to keep their sign in and password details secure and never reveal them to anyone. The “Learn More” link will bring customers to the Revenue Security page which gives more information about how to stay safe online.

**Sign In**

If you have a verified MyGovID account, you can use your MyGovID details to sign in

[Login with MyGovID](#)

[What is MyGovID?](#)

**Login using your Revenue account details**

PPS Number

Date of Birth

DD MM YYYY

Password

If you received a temporary password recently, you can use it to sign in here.

[Forgot Password?](#)

Please keep your sign in details and password secure and never disclose them to anyone

[Learn More](#)

I'm not a robot

reCAPTCHA

[Sign In](#) →

Or

[Register Now](#) →

Figure 4: Sign in / registration page which contains a number of security features

## 5.1 Two-Factor Authentication (2FA)

Two-factor authentication adds a layer of security to myAccount; which is the sending of a one-time code to the mobile phone on the customer's record every time he or she logs in to myAccount.

This one-time code needs to be input, in addition to the existing Revenue login credentials, for each login to myAccount. This feature is mandatory to the myAccount login process since 3 September 2022. Customers should select 'Enable (2FA)' as shown in the figure below.

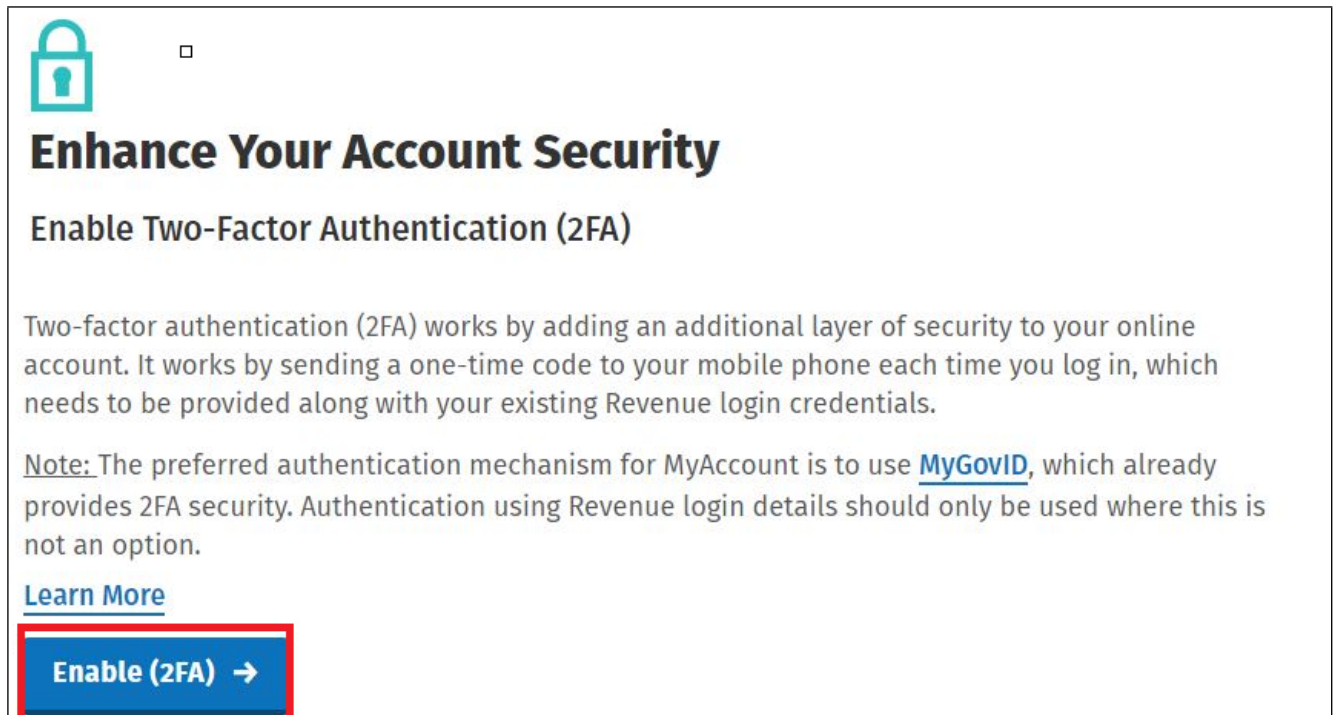


Figure 5 Enable Two-Factor Authentication screen

A customer will need to choose a mobile number and a recovery email address. Customers will be prompted to choose three security questions and select answers. Once this is completed, a verification code is sent by text to the customer's mobile phone which is valid for five minutes. If the customer does not have access to their mobile phone, he or she can choose the option 'I don't have access to this phone'.

Following this a customer is prompted to confirm the mobile number and a verification code is sent to the recovery email. At this stage there is an option to update the mobile number if needed.

The screenshot shows the 'Two-factor Authentication Registration' page. At the top left is the Revenue logo with the text 'myAccount'. At the top right are the options 'Gaeilge' and 'Sign In'. The main heading is 'Two-factor Authentication Registration'. Below this is a 'Back' link and the title 'What is your mobile number?'. The instructions state: 'Enter the mobile number you want to use for Two-factor authentication. We will update your contact details with this number.' There is a 'Country' dropdown menu currently set to 'Ireland'. Below that is a 'Mobile number' input field with a '+353' prefix and an empty text box. An example is provided: 'Example: +353 871234567 (International format for mobile numbers)'. A 'Next' button with a right arrow is at the bottom. The footer contains links for 'myAccount Help', 'Security', 'Privacy', 'Data Protection', 'Accessibility', and 'Disclaimer', along with the language setting 'Gaeilge'.

Figure 6 Updating the mobile number

The screenshot shows the 'Two-factor Authentication Registration' page. At the top left is the Revenue logo with the text 'myAccount'. At the top right are the options 'Gaeilge' and 'Sign In'. The main heading is 'Two-factor Authentication Registration'. Below this is a 'Back' link and the title 'Please enter a recovery email.'. The instructions state: 'Enter the email address you want to use if you cannot access your mobile phone. We will update your contact details with this email address.' There is an 'Email address' input field which is currently empty. A 'Next' button with a right arrow is at the bottom. The footer contains links for 'myAccount Help', 'Security', 'Privacy', 'Data Protection', 'Accessibility', and 'Disclaimer', along with the language setting 'Gaeilge'.

Figure 7 : Recovery email screen

myAccount

Gaeilge

Sign In

Please choose your Security Questions

[← Back](#) **Please choose and answer three security questions below**

**Select a question**

Security questions will be used to recover your account in the event that you have lost access to your mobile number  
Please select three security questions below and provide an answer for each question.

Question 1 \*

Select a question

Answer 1 \*

Question 2 \*

Select a question

Answer 2 \*

Question 3 \*

Select a question

Answer 3 \*

Register Now →

Figure 8: Security questions

The screenshot shows the 'myACCOUNT' login interface. At the top left is the Revenue logo with the text 'Cáin agus Cártaí na Méireann' and 'Irish Tax and Customs'. To its right is the 'myACCOUNT' logo. On the top right, there are links for 'Gaeilge' and a 'Sign In' button. The main heading is 'Enter Secure Login Verification Code'. Below this is a lock icon and the same heading. The text reads: 'We have just texted you a verification code to \*\*\*\*\*29. This verification code will be valid for 5 minutes. Please enter it below to securely login'. There is a text input field for the 'Verification Code'. Below the field is a blue 'Verify Code →' button. Underneath are two links: 'Send Verification Code Again' and 'I don't have access to this phone'. A note at the bottom states: 'Please note that if you request a "re-send" too often in a short space of time, you may be blocked from signing in for a period. If the text does not arrive after selecting "Send Verification Code Again", click the link "I don't have access to this phone". We will send a code to your recovery email address.' The footer contains a navigation menu: 'myAccount Help • Security • Privacy • Data Protection • Accessibility • Disclaimer •' and 'Language: Gaeilge'.

Figure 9: Prompt to enter 'Verification Code' to gain access

The screenshot shows the 'Account Access Recovery' page. At the top left is the Revenue logo with the text 'Cáin agus Cártaí na Méireann' and 'Irish Tax and Customs'. To its right is the 'myACCOUNT' logo. On the top right, there are links for 'Gaeilge' and a 'Sign In' button. The main heading is 'Account Access Recovery'. Below this is a back arrow and the heading 'Please Confirm Your Mobile Number'. The text reads: 'The mobile number you provide below must match the one Revenue has on record for you. This is to verify your identity. We will send a verification code to your recovery email once your mobile number has been verified.' There is a 'Country' dropdown menu with 'Ireland' selected. Below that is a 'Mobile number' field with a '+353' prefix and an empty input box. An example is provided: 'Example: +353 871234567 (International format for mobile numbers)'. At the bottom is a blue 'Next →' button. The footer contains a navigation menu: 'myAccount Help • Security • Privacy • Data Protection • Accessibility • Disclaimer •' and 'Language: Gaeilge'.

Figure 10: Prompt to enter a mobile number



Since 26 September 2022 customers can receive their verification code by email.

Figure 11: Prompt to enter email to receive verification code

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[...]

#### 5.4 Timeout and Pop-up warning message

After 25 minutes of inactivity in myAccount a timeout message will appear (as below). The timeout pop-up message alerts the customer that they will be logged out if their inactivity continues. Five minutes after this message appears the customer will be logged out unless there is activity within the timeframe to reset the timer.

Clicking 'Continue' on the pop-up message does not reset the timer.

By moving to a new screen the customer can reset the timer and prevent the automatic logout when the notified five minute time runs out.

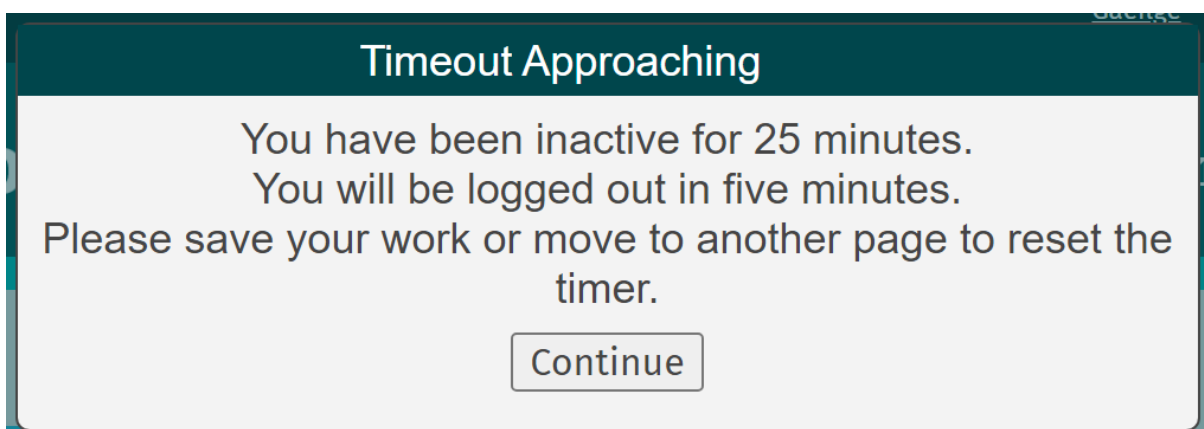


Figure 12 Timeout Pop-up Message

The timeout pop-up message is in place to align with [WCAG \(Web Content Accessibility Guidelines\)](#) in section 2.2.6 on Timeouts.

The timeout pop-up applies to myAccount, MyEnquiries and ROS - and includes the Income Tax Return.

### Accessing myAccount using MyGovID

Customers can also access myAccount through MyGovID. Customers must provide consent to the sharing of information from DSP as part of the sign in process.

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[...]

## 8. Contact Details

Customers having difficulty registering for myAccount can contact the RMU on 01-738 3691 (+353 1 738 3691 for customers calling from outside the Republic of Ireland) or by mail to [RegisterForMyAccount@revenue.ie](mailto:RegisterForMyAccount@revenue.ie).

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[...]

